

Personal care information sessions for Support at Home providers

August 2026



Australian Government
Department of Health, Disability and Ageing

Acknowledgement of Country

We would like to acknowledge the Traditional Owners and Custodians of the lands on which we meet today and pay my respects to Elders past, present and emerging.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.



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House keeping

Session purpose: Explain the ICT updates needed for the upcoming changes to personal care contributions.

- Q&A will be held at the end of the session
- Please raise your hand to ask a question
- Questions will be taken verbally only — chat is disabled

In scope

Operational matters following the recent announcement of the personal care contribution changes coming into effect on 1 October 2026.

Out of scope

Changing policy and legislative settings agreed by Government and articulated in the Aged Care Act.



Session 5 recap

Theme	What we heard	What we are doing
Guidance and readiness	Providers need clear, practical and accessible guidance to prepare across communications, workforce, participant engagement and systems.	Delivered the Provider Readiness Checklist Playbook the companion guide to the checklist.
Systems and implementation constraints	ICT readiness, billing processes and system limitations (e.g. single price lists) are key risks, along with uncertainty about transition arrangements and consent requirements.	Released the technical specifications and flagged the test environment is available. Proactively supporting ICT engagement, and developing guidance on billing, informed financial consent and transition arrangements, including clarifying policy intent.
Communication and participant trust	Providers need consistent, trusted materials and clarity on inclusions/exclusions, with risks to participant trust if messaging is unclear.	Provided official Stakeholder Kit for Providers containing communication resources and participant facing templates. Includes email template, FAQs and news item.
Engagement and ongoing support	Providers value ongoing engagement, clear update channels, and assurance feedback is being acted on.	Continuing provider sessions and deep dives, promoting newsletters, websites and Community of Practice, and adapting sessions based on feedback, including providing notes and updates.



Personal care contribution change user journey - Older person/supporter



Older person/supporter user journey

The **Personal Care Contribution Change older person/supporter user journeys** is designed to:

- provide a **shared view of the participant experience** before, during and after the 1 October 2026 change
- raise awareness of the **critical participant and provider scenarios** most likely to occur during implementation and the actions providers can take to avoid them
- reinforce a **common understanding of the change** and the actions required to support consistent implementation
- inform **further targeted guidance and readiness activities** that support a positive participant experience and successful implementation.



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Older person/supporter

Overall goal: understand the change, continue to receive the care they need, and can make informed decisions about their services and costs.

	Prepare for change	Understand the change	Receive updated documents	1 October go-live	First invoice/participant statement	Ongoing care & review
Ideal participant experience	<i>I am aware a change is coming and know where to get information</i>	<i>I understand what is changing, what is not changing and what it means for me</i>	<i>I am confident my care arrangements and documentation accurately reflects the change</i>	<i>I continue to receive care as planned and the change does not disrupt my services</i>	<i>I can understand my monthly statement, charges and any contributions that still apply</i>	<i>I receive the care I need and can make informed decisions about my services</i>
Touchpoint	I receive clear information about the change, when it will happen and where I can go with questions	My care partner explains how the change affects my personal care, costs and existing services and answers my questions	My care plan, budget and service information are updated and consistent	I receive approved personal care and do not pay a contribution for personal care for services delivered after 1 October	My monthly statement clearly explains my services, charges and any contribution that still applies	My provider gives me accurate information and keeps my care arrangement current as my needs change
Artefacts/ information	Provider issued communication Provider issued letters/emails Provider website information Fact sheets	Information on My Aged Care or Health website. Advice from family, carers or advocacy organisations	Care plan Individual budget Service agreement (if required) Pricing information	Updated service arrangements	Participant monthly statement	Care plan review Budget discussion Changes to service use Ongoing conversations with provider
Provider critical scenarios to avoid	1. Frontline staff cannot explain the change consistently 2. Some participants (which may include including CALD and First Nations) do not understand the change or how it affects them	3. Participant receives conflicting information about the change reducing confidence in their understanding of the change 4. Participant believes approval, eligibility or funding limits no longer apply and expects services beyond their approved care arrangements	5. Participant receives conflicting information across their care documentation (care plans, budgets, service agreements, examples)	6. Participant is charged a personal care contribution after 1 October	7. Participant believes the removal of personal care contributions applies to services delivered before 1 October 8. Participant does not understand why charges or contributions still appear on their monthly statement after 1 October	9. Participant does not understand how the change affects their costs, services or available funding 10. Participant cannot understand why some services in the same visit attract a contribution and others do not 11. Participant expects additional services, but does not have available funding 12. Participant expects additional services but provider capacity cannot meet demand
Key participant questions	What is changing? When will the change happen? Where can I get more information?	What does this mean for me? Will my services change? Will I still need to pay for any services?	Are my care arrangements correct? Why have these documents changed? Do I need to do anything?	Has anything changed for my care? Am I still receiving the same services? Am I being charged correctly?	Why am I receiving a bill? Why do some charges still appear on my monthly statement? Why do some services have a contribution and others do not?	What personal care can I access? How do costs affect my budget and services? How do I change my services if my needs change?

Q & A Session

Asking questions

- Please raise your hand to ask a question.
- Please identify yourself when speaking - your first name and organisation is sufficient.
- Verbal questions only - the chat question is disabled; you will not be able to ask a written question

Questions on notice

- Some questions may need to be taken on notice to follow up out of session.
- These questions will be addressed in the following session or via the meeting summary.



Question and Answer



Will contributions still apply to personal care services delivered before 1 October 2026?



Yes. *Contributions will still apply to personal care services delivered before 1 October 2026, even if they appear on a later statement or invoice.*



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Question and Answer



Do providers need to update **service agreements, care plans or budgets?**



*Providers should review and update participant documents where needed before 1 October 2026. This **may include service agreements, care plans, budgets, monthly statements and invoices.** Participants may need to be contacted if changes are required.*



Question and Answer



Where an existing service agreement already includes provisions for changes to contribution arrangements, is an updated or signed variation required, or would written notification to the participant be sufficient?



Providers should work with their legal teams to ensure that service agreements (and any required changes) meet the prescribed requirements under Aged Care Rules 2025. Information about what must be included in a service agreement, and variation requirements, can be found under section 148-65 and 148-70 of the Aged Care Rules 2025.



Question and Answer



Do participants still need to be **approved for personal care services**?



Yes. *Eligibility and approval requirements are not changing.
Participants must still be assessed and approved for personal care services and have available funding.*



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Question and Answer



Do providers or software vendors need to **make changes to submit claims for personal care services?**



No. *Providers and software vendors do not need to make changes to claim personal care services through Services Australia. The contribution category change will be automatically applied by Services Australia based on the service delivery date.*



Support and resources.



Support

For **implementation support** email SAH.implementation@health.gov.au

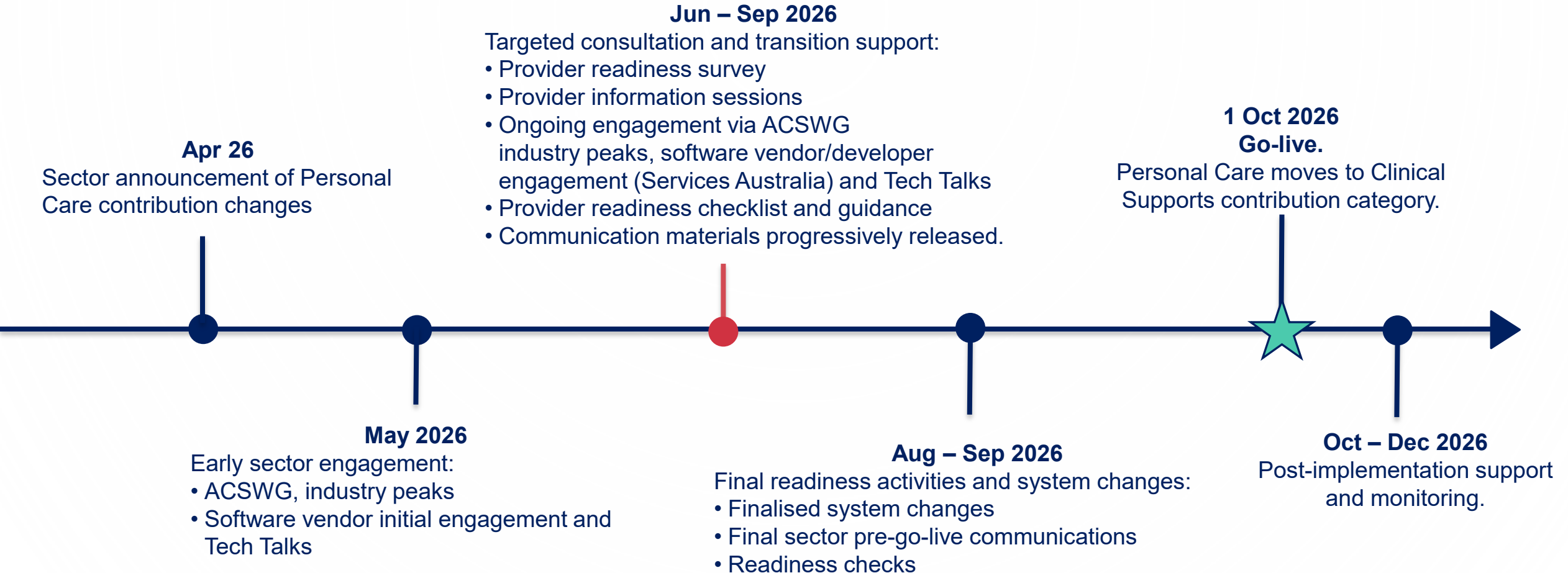
To join the **Support at Home Community of Practice**, email
SAH.implementation@health.gov.au

Subscribe to Your Aged Care Update (YACU)

For **support with claiming**, contact the Services Australia Aged Care
Provider Line 1800 195 206



Timeline



Provider Readiness Checklist

Includes supporting resources:

Provider Readiness Checklist Playbook

Home

Listen Print Share

Personal care contribution provider readiness checklist

From 1 October 2026, personal care services will move to the Clinical Supports contribution category. The Provider readiness checklist helps providers prepare for the change.

From 1 October 2026, all personal care services under the [Support at Home service list](#) will move from the Independence contributions category to the Clinical Supports contribution category.

The Provider readiness checklist helps providers prepare for the change. It is separated into 2 phases.

Phase 1 explains how providers can make sure their organisation, ICT, stakeholders and participants are prepared in time for 1 October 2026.

Phase 2 explains how providers can apply the required changes, resolve issues and monitor performance.

[Read more about the Personal Care contribution change.](#)

Download supporting resources

The following resources are available to support implementation of the personal care contribution change:

- [Provider Readiness Checklist Playbook](#) – companion guide to the online checklist.
- [Stakeholder Kit for Providers](#) – communication resources and participant-facing materials.

For questions about these resources, email SAHImplementation@health.gov.au.

Content Search document

Personal care contribution provider readiness checklist

Personal care contribution change provider readiness checklist: Phase 1

Personal care contribution change provider readiness checklist: Phase 2

Support at Home – Personal Care Contribution Change

Go live 1 October 2026

Readiness Checklist Summary Actions

1. Understand, build awareness, brief stakeholders	2. Prepare participants	3. Prepare organisation and workforce
1.1 Understand and communicate the change 1.2 Engage your ICT team and/or software vendor 1.3 Identify affected participants 1.4 Subscribe to updates, stay informed and communicate changes 1.5 Attend information sessions for providers	2.1 Prioritise participant outreach 2.2 Communicate the change to all participants 2.3 Engage with participants to discuss their care plans 2.4 Update individual participant budgets 2.5 Engage with participants to review and update service agreements 2.6 Plan for workforce impacts and changes in participant demand	3.1 Review and update business processes 3.2 Update documentation and templates 3.3 Update billing and finance processes 3.4 Ensure alignment across care plans, agreements and billing 3.5 Train and support staff 3.6 Prepare staff for the transition period

4. Apply the change

- 4.1 Apply the new contribution settings from 1 October
- 4.2 Apply the new contribution settings from 1 October
- 4.3 Manage participant enquiries

5. Monitor and monitor performance

- 5.1 Monitor billing, claiming and reporting for accuracy
- 5.2 Monitor demand and service delivery
- 5.3 Monitor outstanding issues and close out the transition
- 5.4 Conduct a post implementation review to identify lessons learned

Key support resources

- Use the following resources to guide provider actions
- [Personal Care Contribution Change: Provider Support](#)
- [Participant Care: What you need to know](#)
- [My Aged Care website for older people](#)
- [Support at Home service list](#)
- [Support at Home service list](#)

Implementation Timeline

Phase 1 – Prepare (June – September 2026)

Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Understand, build awareness, brief stakeholders	2. Prepare participants	3. Prepare organisation & workforce	4. Apply the change	5. Monitor and monitor performance	6. Review and monitor	

Phase 2 – Implement (October – December 2026)

Oct	Nov	Dec
1. Understand, build awareness, brief stakeholders	2. Prepare participants	3. Prepare organisation & workforce

Legend: Awareness and foundation, Active implementation, Apply and monitor, Final checks

About this guide

This guide supports regional Support at Home providers delivering personal care services to prepare for the personal care contribution change from 1 October 2026.

How to use this guide

This guide is designed for providers of different sorts, systems and service delivery models. It is intended to be used alongside the online [Provider Readiness Checklist](#).

For support

For implementation support, email SAHImplementation@health.gov.au.

Stakeholder Kit for Providers

Now available!

Scan QR code to access

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Support at Home – personal care contribution change

Stakeholder kit for providers

Support at Home providers can use this toolkit to inform older people, families and carers about personal care contribution change starting 1 October 2026.

Key messages

Instructions for using these key messages

How to use these key messages

Before sharing it

When to share it

News article

Instructions for using this news article

How to use this news article

Before sharing it

When to share it

Email for participants

Instructions for using this email

How to use this email

Before sending

When to send it

Frequently asked questions (FAQs) and answers

Instructions for using these FAQs

How to use these FAQs

Before sharing it

When to share it

Collection of resources

Changes to personal care information sessions

This is a collection of resources from the personal care information sessions for Support at Home providers to outline the upcoming changes to personal care contribution arrangements, effective 1 October 2026. It provides guidance to providers on expected impacts and how to prepare and implement.



[Changes to personal care information sessions for Support at Home providers – Presentation – 23 July 2026](#)
30 July 2026 | Presentation

[Changes to personal care information sessions for Support at Home providers – Presentation – 9 July 2026](#)
10 July 2026 | Presentation

[Changes to personal care information sessions for Support at Home providers – Presentation – 25 June 2026](#)
10 July 2026 | Presentation

[Changes to personal care information sessions for Support at Home providers – Presentation – 11 June 2026](#)
11 June 2026 | Presentation

[Changes to personal care information sessions for Support at Home providers – Presentation – 28 May 2026](#)
1 June 2026 | Presentation

We aim to provide documents in an accessible format. If you're having problems using a document with your accessibility tools, [please contact us for help](#).

Publication date:
1 June 2026

Scan the QR code to access past session presentations



1. Understand, build awareness and brief stakeholders

- 1.1 Understand and communicate the change **ON TRACK**
- 1.2 Engage **ON TRACK**
- 1.3 Identify **ON TRACK**
- 1.4 Subscribe **ON TRACK**
- 1.5 Attend in **ON TRACK**

2. Prepare participants

- 2.1 Prioritise participant outreach **ON TRACK**
- 2.2 Comm **ON TRACK**
- 2.3 Engage **ON TRACK**
- 2.4 Update **ON TRACK**
- 2.5 Engage agreement **ON TRACK**
- 2.6 Plan for **ON TRACK**

3. Prepare organisation and workforce

- 3.1 Review and update business processes **ON TRACK**
- 3.2 Update documentation and templates **FOCUS NOW**
- 3.3 Update **ON TRACK**
- 3.4 Ensure and billing **ON TRACK**
- 3.5 Train a **ON TRACK**
- 3.6 Prepar **ON TRACK**

4. Prepare ICT & systems

- 4.1 Confirm system changes with ICT teams and/or software vendors **ON TRACK**
- 4.2 Monitor vendor readiness and ICT related risks **ON TRACK**
- 4.3 Update system configuration **FOCUS NOW**
- 4.4 Update and test connected systems and outputs **UPCOMING**
- 4.5 Confirm system readiness for go-live **UPCOMING**

POINTS TO NOTE:

- **Technical specifications** now available
- **Vendor test environment** now available
- **Confirm system updates and delivery timelines**
- **Identify EARLY any delays or issues**
- KEY QUESTION:**
 - Have you confirmed your system updates and delivery timelines, and are you confident your technology will be ready for 1 October?



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